Joint Legislative Oversight Committee on Information Technology

Chris Estes | North Carolina Office of Information Technology | April 3, 2014

Agenda

- Infrastructure Improvements — Jeff King

- E-forms and Digital Signatures — Jeff King

- Government Data Analytics Center (GDAC) — Kay Meyer

- Enterprise Resource Planning (ERP) — Chris Estes

- IT Reserve Fund — Chris Estes

- Digital Commons — Chris Estes

Infrastructure Improvements

Jeff King

Infrastructure Improvements
Operational efforts to improve services and reduce costs

- Networking - Raleigh Metropolitan Area High Speed Fiber Network
  - Established a high speed fiber connection between DOA building and the EDC

- Server virtualization – Saving $88,000 over 4 years with potential agency savings of greater than $1 million

- Telephony - SIP Trunking
  - Technology improvement that converges voice traffic onto the WAN – generates numerous cost savings opportunities:
    - Avoidance of future hardware purchases (gateways, phone systems)
    - Enables Unified Communications – convergence of voice, video, email, SMS text and data
    - Reduces long distance charges by moving calls onto the network

- Hardware – Purchase of 850 refurbished phones saved the state $69,546

Infrastructure Improvements
Operational efforts to improve services and reduce costs

- ### Software – Consumption based licensing

  Realized $3,000,000 in cost savings and efficiencies in 2013 by moving toward consumption-based "pay for what we use" licensing agreements.

- ### Maintenance – x86 server hardware environment

  Bid and award of maintenance contract for our x86 distributed computing environment resulted in savings of $448,000 annually by moving to a 3rd party provider from the OEM

- ### Service Provider Contracts

  ITS renegotiated and extended contracts with key service providers to maintain our current network circuits at enhanced discounts resulting in annual savings of ~$1.1 million

Infrastructure Remediation Project
Reserve Fund project to update physical infrastructure

- Initial temperature monitoring identified 30 "high risk" sites
  - All 30 sites have been surveyed, assessed and remediation work identified
  - Initial cleanup work is in progress to prepare sites
  - All 30 sites will be completed by fiscal year end

- Additional 250 sites have been surveyed as part of normal network operations
  - 60 "high & med" risk sites identified
  - Initial survey and detailed assessment work beginning in April

- Larger, pressing remediation in planning stage with agencies

E-forms and Digital Signatures

Jeff King

ECLIPS and Digital Signatures
Program Update

- ECLIPS (formerly eForms) – Enterprise Certification, License, Inspection and Permit System
  - Licensed platform from CSDC – on premise service offering
  - Two pilots underway
    - DENR – Sedimentation and Erosion Control Permits
    - AGR – Nursery Licenses/Certificates
  - Pilots expect to be completed by Aug 2014

- Enormous potential for efficiency gains as there are hundreds of manual processes still in existence across State agencies

- Challenges exist with agency adoption
  - Program structure requires agencies to identify resources (both staff and funding) to on-board new processes
  - Need to re-engineer and streamline processes before automation
  - Each process requires workflow automation design and implementation

- Next Steps
  - Complete pilot programs and evaluate next opportunities within pilot agencies
  - Identify resources needed to provide services to agencies for onboarding new processes and developing skills within agency
  - Expand program to other agencies

ECLIPS and Digital Signatures
Program Update

- Digital Signatures
  - SaaS offering from DocuSign – convenience contract for use by all agencies as well as non-state agencies permitted by law
  - OSC purchased 200,000 envelopes (transactions) for first two years of the program for the automation of travel reimbursements and expense reports
    - Subscription model contract which anticipates annual envelope purchases
    - Purchase price includes onboarding services and training for users
    - Envelopes have an expiration date of two years after purchase
  - Agency adoption has been minimal – less than 6,000 total transactions to date

- Challenges exist with agency adoption
  - Limited resources to engage with agencies
  - No mandate for agencies to participate and resistance to change back-end processing
  - Need to re-engineer and streamline processes before automation

- Next Steps
  - Renegotiating with vendor to remove the expiration date on purchased envelopes
  - Move the contract from a subscription based to a consumption based model – don't pre-buy envelopes and align to "pay for what we use" principal
  - Bring on resources to support agencies and help to re-engineer back end processes

Government Data Analytics Center (GDAC)

Kay Meyer

GDAC moves to SCIO in July 2014
Become focal point for all data initiatives including Big Data and analytics

- Transfer on schedule and will align as a Center of Expertise

- **Refresh mission** to manage, govern, secure, discover, and business enable

- Creating comprehensive and unified master data management to identify, classify and standardize data to improve analytics, increase security, reduce duplication, and drive efficiency

- Maximizing **data sharing** capabilities between initiatives with an integrated approach (receive once, share many)

- Enabling managed data brokering (on demand access)

- Identifying cost recovery opportunities/budget savings

GDAC – Current Efforts

Fraud & Compliance

- Unemployment Insurance: Tax & Claims fraud alerts
- Workers' Compensation Insurance compliance alerts
- State Health Plan fraud and compliance alerts

Reporting & Analytics

- Procurement Card monitoring and oversight reports
- State Health Plan Analytics Repository
- UI fraud operational reporting
- Workers Compensation compliance operational reporting

CJLEADS

- 24X7 management and support
- Iterative design, development & release
- Manageable, phased deployments with incremental data and functionality

GDAC – Future supporting agencies
Many related data management and analytics within agencies

- Education and Workforce
  - Common Follow-up System (Commerce)
  - Longitudinal Data P20W (DPI)
  - Early Childhood Integrated Data System (Governor's Office)

- Department of Commerce – Economic Development data and analysis

- Department of Transportation – Business Intelligence strategy – driver license modernization

- Department of Revenue – Compliance data warehouse and analysis

- Department of Justice – Medicaid Investigative Division analysis and investigation

- Department of State Treasurer
  - Retirement fraud analysis
  - Unclaimed Property analysis

- Department of Health and Human Services
  - Child Support Services support enforcement
  - Eligibility/background checks

GDAC – Opportunities
Summer/Fall planning to align direction with SCIO and agencies

Budget/Resource

- Update to sustainable funding model
- Business case & project prioritization

Data Sharing

- Governance & One IT Strategy
- Security & privacy with responsible data management

Solutions Development

- Iterative and constantly maturing
- Deliver intuitive tools to users

Enterprise Resource Planning
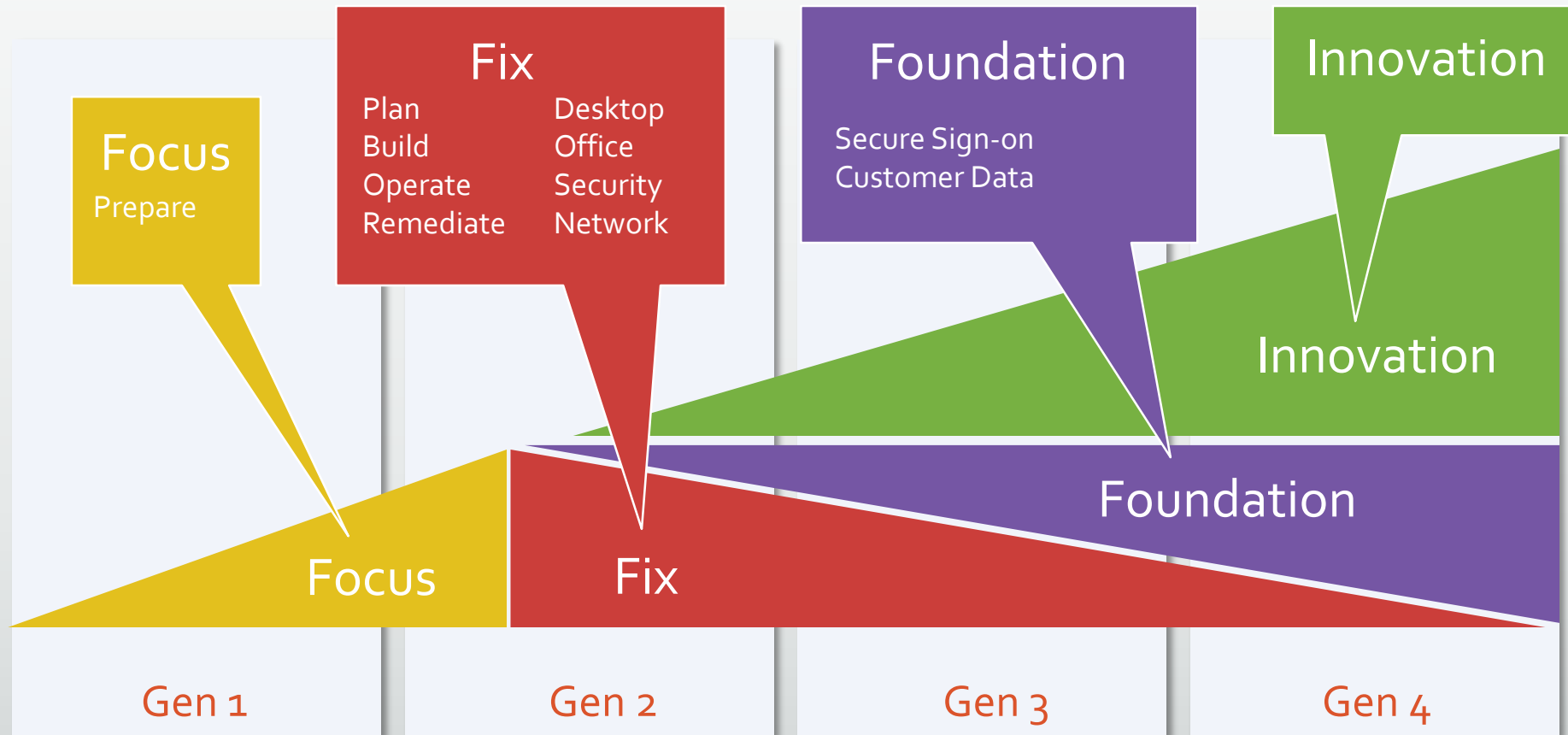
Chris Estes

Enterprise Resource Planning
Current activities and long term planning

- Software contract **standardization** from multiple ERP licenses into single enterprise agreement is complete

- DOT ERP infrastructure refresh and migration to ITS underway allowing for expansion at same cost as current provider

- ERP strategy **validation** for long term direction in progress with DOT, OSBM, OSC, OITS, DPS, and DOA

- ERP **recommendations** to General Assembly with timeline and costs for 2015 long session covering: financial management, grants and fleet management, human resources/payroll, budget preparation, etc.

- DPS/DOA implementation planning underway with dependencies on infrastructure refresh and strategy validation

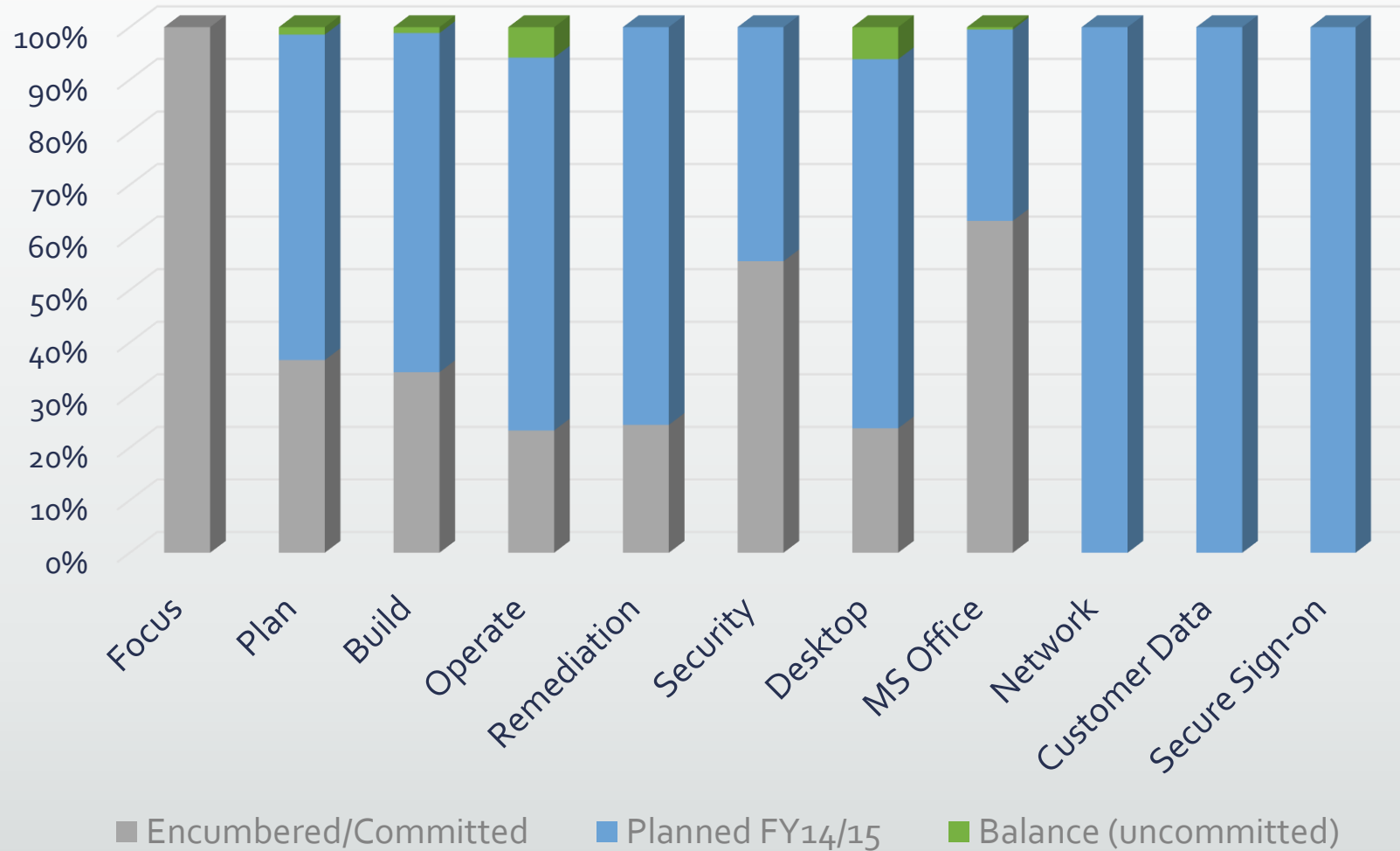# IT Reserve Fund

Reserve Fund Initiatives
## *4 portfolios* of *11 programs and numerous projects*

IT Reserve Fund Summary

Legend: Encumbered/Committed, Planned FY14/15, Balance (uncommitted)

Categories: Focus, Plan, Build, Operate, Remediation, Security, Desktop, MS Office, Network, Customer Data, Secure Sign-on

IT Reserve Fund

Chart legend:
- Encumbered/Committed
- Planned FY14/15
- Balance (uncommitted)

Categories (x-axis): Focus, Plan, Build, Operate, Remediation, Security, Desktop, MS Office, Network, Customer Data, Secure Sign-on

Y-axis: 0% to 100%

Focus, Plan & Build

- Focus (Statewide IT Restructure Plan) fully encumbered.
- Plan & Build are staffing FY2013-14 (32FTE)
  - Hires – 7
  - Pending – 4
  - Posted – 19
  - Transfers - 2
- Hiring update

IT Reserve Fund
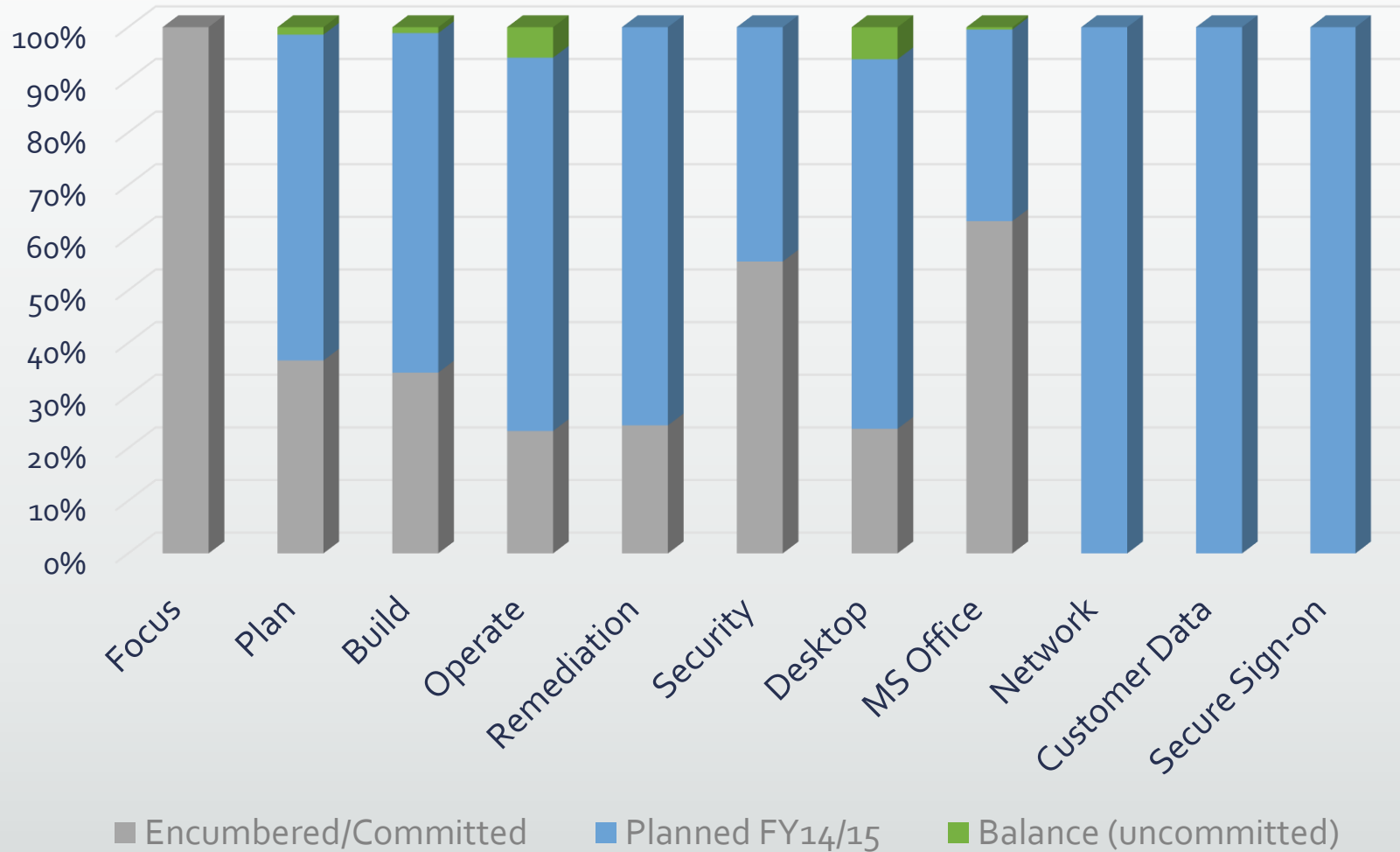
Operate, Remediate & Security

- Operate and Remediate are slower as planning & prioritization finish
- New CoEs forming
- Strategic sourcing reforms underway
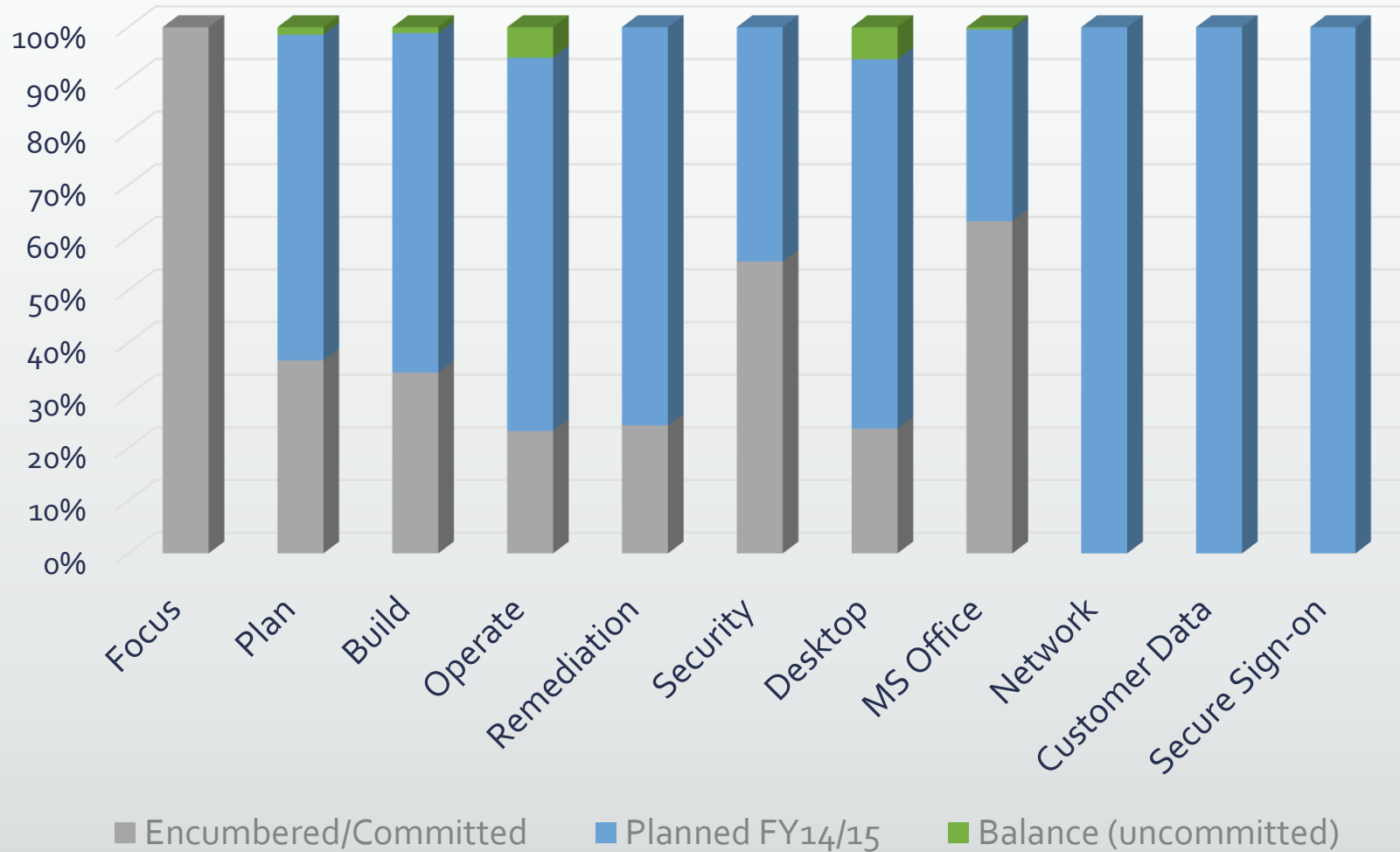- Risk/security remediation tracking to budget by year end

Chart categories: Focus, Plan, Build, Operate, Remediation, Security, Desktop, MS Office, Network, Customer Data, Secure Sign-on

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IT Reserve Fund

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Legend: ■ Encumbered/Committed ■ Planned FY14/15 ■ Balance (uncommitted)

Desktop & MS Office

- Desktop purchases in three waves overlapping fiscal years
- Sourced 30 FTEs to assist with deployment
- XP extended support agreement completed
- MS Office365 wave 1 rollout with DHHS, ITS, WRC, & Labor

IT Reserve Fund

Chart legend: ■ Encumbered/Committed ■ Planned FY14/15 ■ Balance (uncommitted)

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Network, Customer Data & Secure Sign-on

- Group of 3 programs are FY 14-15 appropriation effort
- GDAC work will align with customer data
- NC Connect will align broadband & First Net efforts with Network & Secure Signon program

Digital Commons

Chris Estes

Citizens and **employees** expect government agencies to deliver and receive digital information and services **any device, anytime, anywhere**
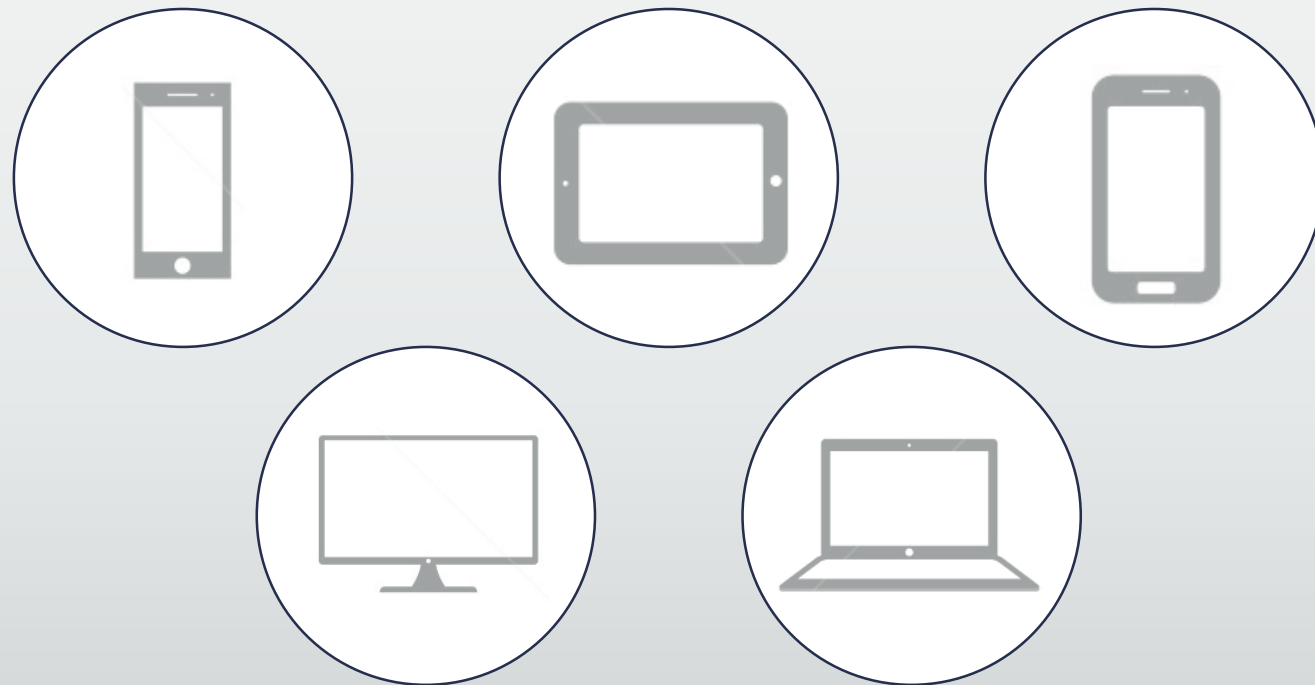
43%

INCREASE IN SMARTPHONES

MORE THAN 1 BILLION SHIPPED

increasing demand for digital services

(IDC., 2014)

So where is NC regarding digital interactions?

Consistency is one of the most powerful usability principles: when things always behave the same, users don't have to worry about what will happen.

Instead, they know what will happen based on earlier experience.

Digital Commons
Governor says create common customer service experience

- State **rebranding** underway in Commerce for Summer 2014 release

- Digital Service web infrastructure being facilitated by cross-agency team

- Common **standards** for content management tools (Drupal, DNN, and SharePoint)

- NC State's Visual Experience Lab and Senior Design Center working in iCenter on **website designs** with state agencies

- Soft rollout with rebranding targeted Fall 2014

CREATING
A COMMON CUSTOMER EXPERIENCE

From wireframe with a purpose to production.

Statewide **Brand**

Statewide Agency **Directory & Online Services**

Contacts
& News

Social Media

Search
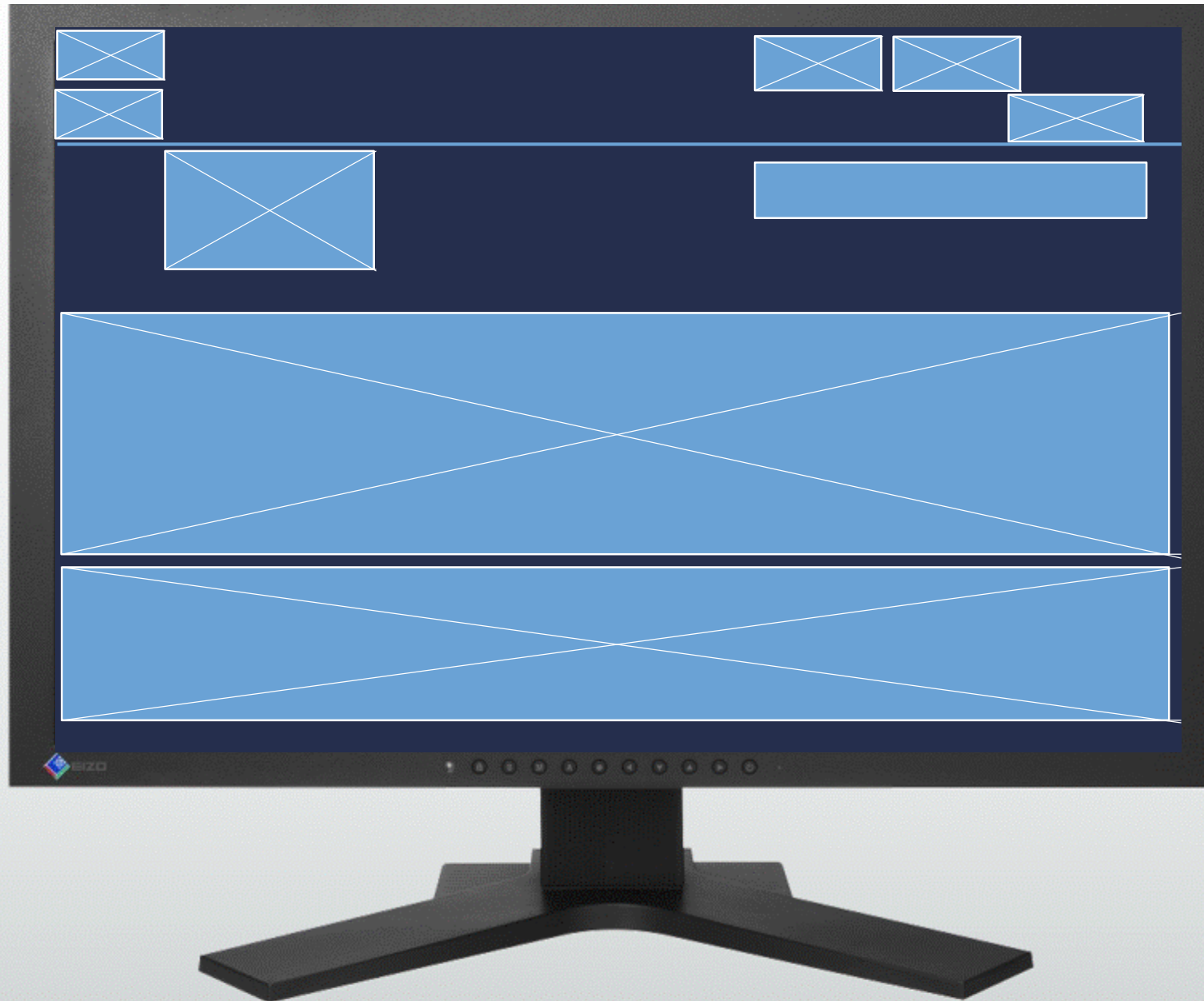
Agency **Logo**

Agency
Signature
Image

Overview &
Content

Common
Footer
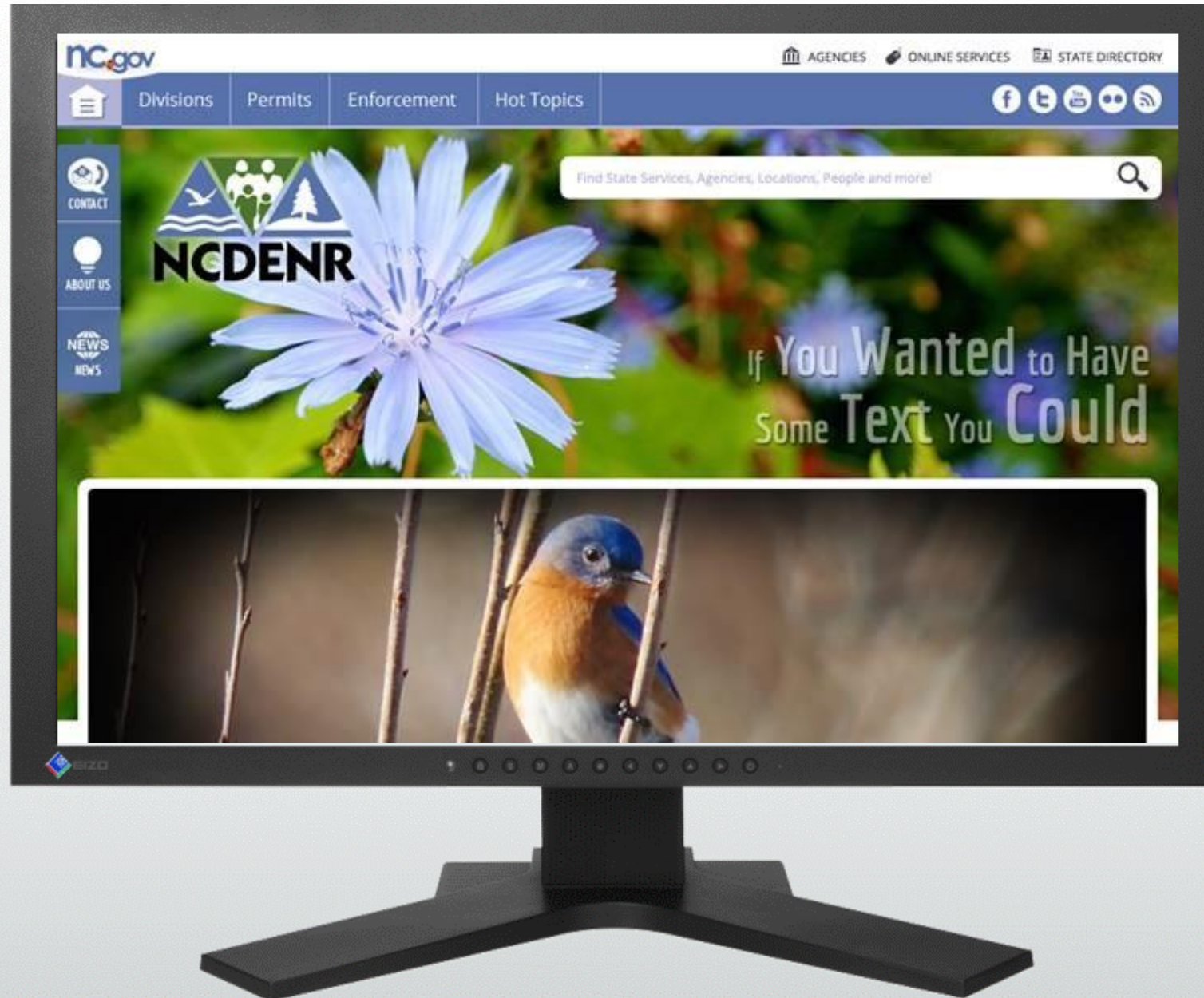
PRESENT
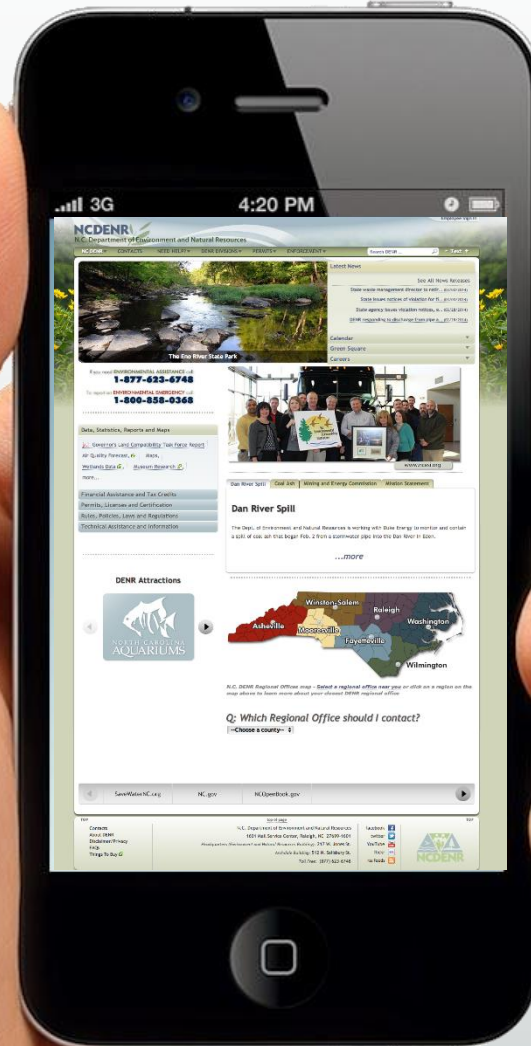
Our websites don't fit mobile…

FUTURE

RESPONSIVE NC.GOV

ANY **DEVICE**

ANY **TIME**

ANY **WHERE**

Thank you